#### ADOA / INFORMATION SERVICES DIVISION (ISD) FY07 PERFORMANCE MEASUREMENTS INFORMATION PROCESSING CENTER (IPC)

Performance Measure Description	Fq	_		Target value	Ex In	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Percentage of CICS													
online availability	M	1	Ea	99.85	Ex	99.62	100.00	100.00	100.00	100.00	100.00	98.83	99.78
Percentage of Batch	)												
online availability	Μ	1	Ea	99.85	Ex	100.00	100.00	100.00	100.00	100.00	99.30	100.00	99.90
Percentage of online	<del>)</del>												
transactions processed in	1												
5 seconds or less	M	1	Ea	99.60	Ex	99.59	99.65	99.62	99.59	99.59	99.59	99.59	99.60
% of mainframe batch													
jobs completed on time	М	1	Ea	99.60	Ex	99.98	99.99	99.98	99.99	99.98	99.98	99.97	99.98
CPU utilization not to													
exceed 95 percent	M	1	Ea	95.00	Ex	78.06	75.58	77.38	75.30	75.39	73.91	83.72	77.05
percentage of IPC													
Mainframe Help Desk													
problem calls resolved-													
correct 1st time	M	1	Ea	90.00	Ex	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Percentage of timely &													
accurate IPC Report													
Distribution	M	1	Ea	99.00	Ex	99.90	99.77	99.90	99.95	99.46	99.79	99.53	99.76

## ADOA / INFORMATION SERVICES DIVISION (ISD) FY07 PERFORMANCE MEASUREMENTS ARIZONA FINANCIAL INFORMATION SYSTEM (AFIS) PROGRAMMING

Performance Measure Description	Fq	Ag GI		Target value	Ex In	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Percentage of RFS's completed correctly the													
first time Percentage of RFS's completed within the	M	1	En	98.00	Ex	100.00	100.00	100.00	100.00	80.00	100.00	100.00	97.14
negotiated timeframe Percentage of time that AFIS Production on-line	M	1	En	90.00	Ex	100.00	100.00	100.00	100.00	100.00	75.00	50.00	89.29
was available Percentage of RFS's completed by required	M	1	En	99.00	Ex	99.71	99.89	100.00	100.00	100.00	100.00	100.00	99.94
date	М	1	En	85.00	Ex	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00

# ADOA / INFORMATION SERVICES DIVISION (ISD) FY07 PERFORMANCE MEASUREMENTS DATA RESOURCE MANAGEMENT (DRM) SERVICES

Performance Measure Description	Fq	Ag Gl		Target value	Ex In	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Percentage of time Datacom/DB mainframe databases are on-line & available (in Master List													
as BITS) Percentage of RFS's completed correctly the	М	1	En	99.00	Ex	99.62	100	100	100	100	100	100	99.95
first time Percentage of RFS's completed within the customer required time	M	1	En	99.00	Ex	100	100	100	100	100	100	100	100.00
frame	М	1	En	94.00	Ex	100	100	100	100	100	100	100	100.00

#### ADOA / INFORMATION SERVICES DIVISION (ISD) FY07 PERFORMANCE MEASUREMENTS ADOA INFORMATION SECURITY (AIS)

Performance Measure Description	Fq	Ag Gl		Target value	Ex In	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Number of security system requests Percentage of successful	М	1	Eh	2,000	Ex	12,827	7,496	10,553	10,704	2,390	3,386	3206	7,223
security system log- requests Amount of downtime	M	1	Eh	99.6	Ex	99.81	99.84	99.84	99.83	99.83	99.85	99.84	99.83
hours caused by security incidents Number of systems with	M	1	Ea	2.2	Ex	0	0	0	0	0	0	0	
active monitoring capabilities Number of security	М	1	Ea	2	Ex	0	0	0	0	0	0	0	
awareness training hours per month Number of proactive	Q	1	Eh	2.5	In	2	1	1	5	4	3	4	2.86
security fixes tested and implemented The lag between detection, reporting and	М	1	Ea	2	Ex	8	4	22	23	14	6	21	14.00
upon security incidents in minutes	M	1	Ea	45	Ex	30	30	30	30	30	30	30	30.00

## ADOA / INFORMATION SERVICES DIVISION (ISD) FY07 PERFORMANCE MEASUREMENTS FINANCE & PLANNING (F&P)

Performance Measure Description	Fq	_		Target value	Ex In	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Number of automation customer credit requests Number of automation	М	1	Ea	10	Ex	2	6	2	7	4	1	4	3.71
customer credit requests granted Number of automation customer problem	M	1	Ea	8	Ex	2	6	2	7	4	1	4	3.71
resolution forms filed Percent of automation bills issued by the 3rd	M	1	Ea	10	Ex	0	0	0	0	0	0	0	
Friday of each month Finance & Planning Customer Satisfaction	M	1	Ea	83%	Ех	100	100	100	100	100	100	100	100.00
Score-VOC The total amount of Automation receivables greater than 90 days old	M	1	Ea	6	Ex								
shall not exceed \$100K	M	3	Ea	<\$100K	Ex	14,801	14,532	11,129	20,721	17,415	16,841	16,162	15,943
Number of Interagency Service Agreements signed by ISD customers	۸	3	Ea	50	) Ex								
Customer satisfaction with billing & collection													
services	Α	1	Ea	6	Ex								

### ADOA / INFORMATION SERVICES DIVISION (ISD) FY07 PERFORMANCE MEASUREMENTS 9-1-1 ADMINISTRATION

Performance Measure Description	Fq	•	Target value	Ex In	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Percent of payables processed within 5 days of receipt.	М	1 Ea	97.0	) Ex	100	100	95	100	100	95	99	98.43
Customer satisfaction score - <b>VOC</b> Number of meetings, events, and planning	М	1 Ea	7.0	) Ex								
sessions attended Number of other State	M	3 Eh	3.0	) In	15	17	10	17	19	8	15	14.43
911 offices contacted. Report Phase I and Phase II PSAP roll-out dates and locations on a	M	3 Eh	2.0	Ex	4	5	6	20	6	5	5	7.29
regular basis.	Q	3 En	3.0	Ex	0	0	0	0	0	0	0	

## ADOA / INFORMATION SERVICES DIVISION (ISD) FY07 PERFORMANCE MEASUREMENTS ISD

Performance Measure Description	Fq	Ag Gl		Target value	Ex In	Jul 2006	Aug 2006	Sept 2006	Oct 2006	Nov 2006	Dec 2006	Jan 2007	YTD Avg
Percentage of time that critical systems are available (critical systems include: AHCCCS, ADOA, ADOT, Hawaii, ADOC, and ADOR) Percentage of requests for service (RFS) completed correctly the	s M	1	Ea	98.0%	. Ex	99.62	100	100	100	100	100	99.49	99.87
first time	М	1	Ea	90.0%	Ex	100	100	100	100	100	100	100	100.00